

We are a family of five: 3 deaf and 2 hearing. We received a video relay unit from Sorenson last January and absolutely love it. Because of this, we were able to support my husband's handyman business by talking to his customers in a natural style, talk to our grown children who live far away, and ask questions and receive answers from our doctor, our dentist and business vendors. We no longer receive hangups as we do when making TTY calls to businesses who decline to take the extra time to talk this way. For the first time we have felt like normal people this past six months.

However, as the video relay service grew, we have experienced a deterioration in the service. It takes up to 20 or 30 minutes to wait for an interpreter to become available. Sometimes the traffic causes the picture to go out. Frequently we have called in and found the service closed due to its limited hours.

Please do not cut funding for this vital service. Please do not take away our equal access rights mandated by the Americans with Disabilities Act. Please do not force us to become dependent on other people again. Please do not impede this lifeline that we need for our business to remain viable. Keep us in touch with our community.

Thank you,

Diane Plassey Gutierrez Deaf Employee

Edgar G. Gutierrez Deaf Businessman

Gavin E. Gutierrez Deaf High School Student

Melissa G. Gutierrez Hearing High School Student

Melody D. Gutierrez Hearing College Graduate in Communications, starting her own business

Adult children: Wendy MacLeod, Patricia Maldonado, Sandra Gutierrez